Veterans Affairs Canada
Anciens Combattants Canada

Annual Report on the Administration of the *Privacy Act* 2013–2014

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Minister of Veterans Affairs

Canada

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1. Introduction

The *Privacy Act* provides members of the public with the legislated right to access and request the correction of personal information about them held by federal government institutions. The Act also imposes strict obligations related to the collection, accuracy, use, disclosure, retention and disposition of personal information.

Veterans Affairs Canada (VAC) and the Office of the Veterans Ombudsman (OVO) take the responsibility to protect the privacy and rights of all Veterans and their families very seriously.

This annual report on the administration of the *Privacy Act* outlines how VAC and the OVO fulfilled their responsibilities under the *Privacy Act* during the fiscal year beginning April 1, 2013 and ending March 31, 2014.

2. Preparation and Tabling of the Annual Report

In accordance with section 72 of the *Privacy Act,* the Minister of Veterans Affairs, as head of the institution, is required to prepare an annual report on the administration of the Act and this report is to be tabled in Parliament.

3. Mandate of Veterans Affairs Canada

Canada's development as an independent country with a unique identity stems partly from its proud military achievements. Veterans Affairs Canada exists to help those whose courageous efforts gave us this legacy and contributed to Canada's growth as a nation.

VAC's mandate is set out in the *Department of Veterans Affairs Act*. It charges the Minister of Veterans Affairs with responsibility for "the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or Merchant Navy or in the naval, army, air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . . and the care of the dependants or survivors of any person referred to." Veterans Affairs Canada is also responsible for keeping alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

Responsibilities

VAC achieves its mandate by providing services and benefits that respond to the needs of Veterans, other individuals and their families. The Department has three main roles:

- **Provider** of disability compensation and financial support: Veterans Affairs Canada administers programs which recognize and compensate for the disabling effects of service-related disabilities. The Department also provides financial support and

assistance when career-ending or service-related disabilities affect one's ability to earn an income.

- **Funder** for health care and re-establishment services: The Department works with multiple levels of government to ensure access to health programs that enhance the well-being of Veterans and other eligible individuals and promote independence. The Department also provides financial support to Veterans and their families to ease their transition to civilian life.

- **Catalyst** for national and international remembrance: The Department keeps alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace, and promotes the importance of these efforts for Canadian life as it is today. Veterans Affairs Canada fosters remembrance of the contributions made by Canada's war dead and Veterans, and maintains and operates 14 memorial sites in Europe.

4. Mandate of the Office of the Veterans Ombudsman

The Office of the Veterans Ombudsman helps Veterans, men and women in uniform of the Canadian Armed Forces (CAF), members and former members of the Royal Canadian Mounted Police (RCMP), as well as families and other individuals, address concerns related to VAC and the *Veterans Bill of Rights*. As an impartial and independent officer, the Veterans Ombudsman reports directly to the Minister of Veterans Affairs and works to ensure that Veterans, their representatives and their families are treated fairly.

The mandate of the Ombudsman, found in the *Order-in-Council P.C. 2007-530*, is to

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives arising from the application of the provisions of the *Veterans Bill of Rights;*

- Identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on Veterans and other individuals served (by VAC);

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the Veterans Review and Appeal Board;

- Review systemic issues related to the Veterans Review and Appeal Board; and

- Facilitate stakeholders' access to programs and services by providing them with information and referrals.

5. Organization

I Veterans Affairs Canada Access to Information and Privacy Office

The VAC Access to Information and Privacy (ATIP) Coordinator acts on behalf of the Minister of Veterans Affairs and the Deputy Minister to ensure that the Department's responsibilities under the *Access to Information Act* and the *Privacy Act* are met. The ATIP Coordinator reports directly to the Assistant Deputy Minister, Human Resources and Corporate Services Branch.

The main activities of VAC's ATIP Office consists of the following:

- Processing requests for information submitted under the *Access to Information Act* and the *Privacy Act*;
- Developing policies, procedures and guidelines in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both acts to ensure employees understand their roles and responsibilities;
- Monitoring compliance with both acts and central agency requirements;
- Preparing annual reports to Parliament;
- Coordinating and providing direction to program managers regarding the completion of Privacy Impact Assessments (PIAs);
- Coordinating the resolution of any complaints against VAC which have been submitted to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act;*
- Providing centralized management of privacy breaches;
- Providing VAC staff with advice and guidance on ATIP issues;
- Providing support and recommendations to the Department's Chief Privacy Officer and the Departmental Information Management, Privacy and Access Committee (DIMPAC); and
- Supporting VAC in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues.

Processing of access to information and privacy requests is centralized within the ATIP Office in Charlottetown, Prince Edward Island. The ATIP Office has two units: an Operations team and a Policy and Governance team. In 2013–2014, the VAC ATIP Coordinator's Office employed a total of 33.44 full-time equivalents (FTEs).

The ATIP Coordinator's Office supports and maintains a network of 23 ATIP Liaison Officers (22 Liaison Officers in the Charlottetown Head Office and one representing the Regions). The Liaison Officers are responsible for retrieving information from their areas when a request is received, and identifying information which may qualify for an exemption under the acts.

II Office of the Veterans Ombudsman Access to Information and Privacy Unit

The Veterans Ombudsman; the Executive Director, Operations and Deputy Ombudsman (formerly noted as Director General); the Legal Advisor; and the Director, Corporate Services and Charlottetown Operations have full authority to exercise the powers, duties and functions of the Minister as the Head of Veterans Affairs under the provisions of the Act and related regulations for the OVO (see Annex 1). Although these four positions have been delegated full authority, the Veterans Ombudsman has been identified as the senior-most official within the OVO responsible for Access to Information and Privacy. The Director, Corporate Services and Charlottetown Operations is responsible for operational management of the Access to Information and Privacy functions within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both acts are met. Processing of requests is centralized within the unit. The unit consists of the Director, Corporate Services and Charlottetown Operations, the ATIP Coordinator and a Liaison Officer. These three full-time staff members were assigned to the administration of both acts on a part-time basis during the 2013–2014 reporting period, which represents 0.12 FTEs. A Legal Advisor is responsible for the final review and release of information to the requester.

The main activities of the OVO ATIP unit include:

- Timely completion of requests for information under the *Access to Information Act* and the *Privacy Act* in compliance with ATIP legislation, regulations and Treasury Board Secretariat policy instruments;
- Developing OVO policies, procedures, guidelines and processes in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both acts within the OVO to ensure that employees understand their roles and responsibilities;
- Monitoring OVO compliance with both acts and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in Annual Reports to Parliament and other statutory reports, as well as other material that may be required by central agencies;
- Completing and coordinating the completion of Privacy Impact Assessments for the OVO;
- Coordinating the resolution of any complaints against the OVO made to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act;*
- Supporting the OVO in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues;
- Supporting Veterans Affairs Canada in its role in providing centralized management of privacy breaches with respect to any privacy breaches within the OVO.

6. Delegation Order

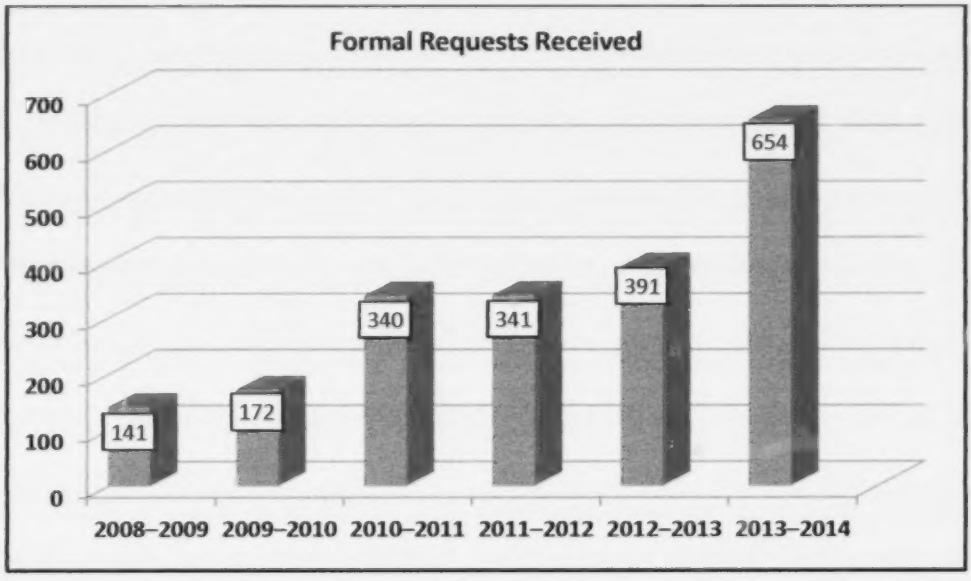
The responsibilities associated with the administration of the *Privacy Act* are delegated to departmental officials and OVO officials through a delegation order signed by the Minister of Veterans Affairs (attached as Annex 1).

7. Interpretation of the *Privacy Act* Statistical Report

The following summary provides an interpretation of statistical data on the administration of the *Privacy Act* at VAC and the OVO between April 1, 2013, and March 31, 2014. A more detailed breakdown of processing statistics can be found in Annex 2 (VAC and OVO statistical report) and a separate interpretation specific to the OVO in Annex 3 (OVO statistical report).

Formal Requests under the *Privacy Act*

Between April 1, 2013 and March 31, 2014, the Department received 654 formal requests for information under the *Privacy Act* (653 by VAC and one by the OVO). This represents a 67% increase (or 263 requests) from 2012–2013 (see Annex 4 for a five-year comparison). While the Department received more formal requests in 2013–2014, the number of informal requests decreased. As a result, the total number of requests received in 2013–2014 increased only slightly.



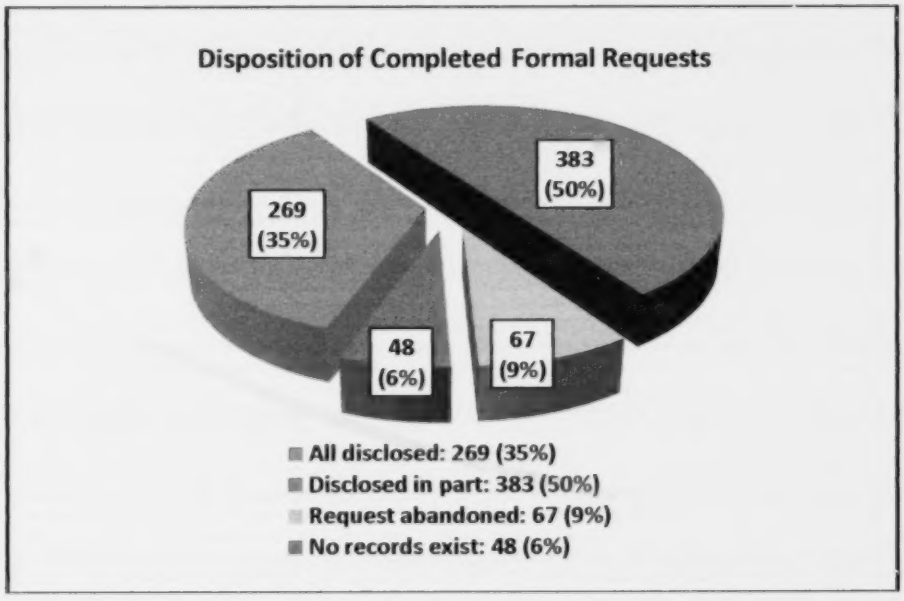
On April 1, 2013, 292 open formal requests were carried forward from the previous year. Combined with the 654 requests received in 2013–2014, a total of 946 requests required action during the 2013–2014 fiscal year.

A total of 767 formal requests were completed during the reporting period (766 by VAC and one by the OVO). At the end of the fiscal year, there were 179 outstanding formal requests carried forward to the 2014–2015 fiscal year.

Disposition of Requests Completed

In total, 767 formal requests were completed during the 2013–2014 fiscal year compared with 272 requests completed in the previous year. During the reporting period, the Department processed 252,030 pages (including 59 pages processed by the OVO) and disclosed 228,010 pages (including 45 pages disclosed by the OVO). In comparison, the Department processed 114,355 pages and disclosed 62,667 pages in 2012–2013. This represents a 120% increase in pages processed and a 264% increase in pages disclosed for formal privacy requests compared with the previous reporting period.

The disposition of the 767 requests completed in 2013–2014 is illustrated in the following chart:



I Exemptions Cited

Although Canadians have a right of access to their personal information, the *Privacy Act* identifies specific exemptions for which the need for confidentiality of certain information is recognized. VAC invoked 411 exemptions[1] under sections 21, 22, 25, 26, 27 and 28 of the *Privacy Act*. The most frequently applied exemption was section 26, which is used to protect

[1] For statistical purposes, an exemption is counted only once when it is applied to a file multiple times.

information about an individual other than the requester. During the reporting period, no exemptions were invoked by the OVO.

The following table identifies the number of requests where specific types of exemptions were applied.

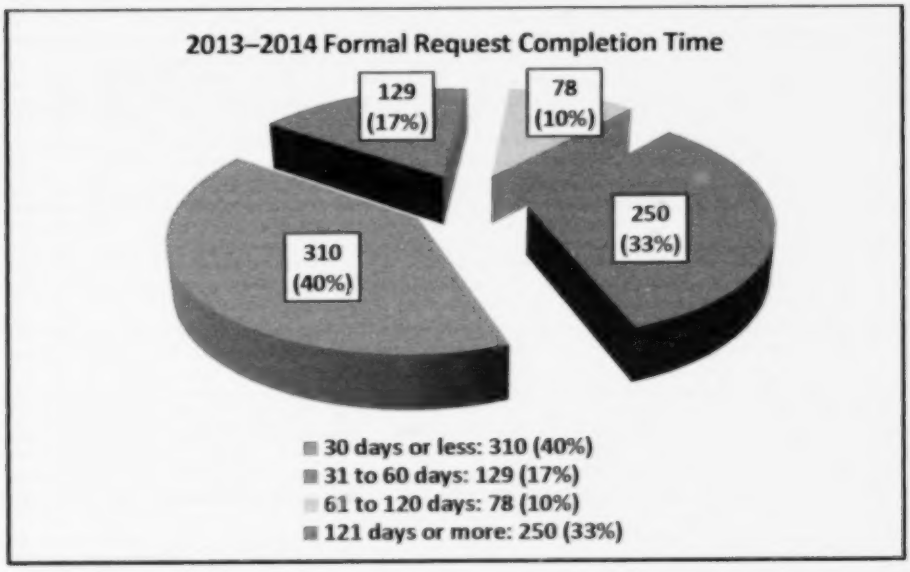
Exemptions cited	2011–2012	2012–2013	2013–2014
Section 21 (International affairs and defence)	0	1	2
Paragraph 22(1)(*a*)(i) (Law enforcement and investigation)	1	1	2
Paragraph 22(1)(*a*)(ii) (Law enforcement and investigation)	0	0	1
Paragraph 22(1)(*b*) (Law enforcement and investigation)	0	0	2
Section 25 (Safety of individuals)	0	0	1
Section 26 (Information about another individual)	154	103	392
Section 27 (Solicitor-client privilege)	2	9	4
Section 28 (Medical record)	0	2	7
Total exemptions cited	**157**	**116**	**411**

II Exclusions Cited

Pursuant to sections 69 and 70, the *Privacy Act* does not apply to published material, material available for purchase by the public, material placed in the Library and Archives of Canada or confidences of the Queen's Privy Council for Canada. During this reporting period, there were no exclusions to report.

III Completion Time

During the 2013–2014 reporting period, 40% of the formal requests were completed in 30 days or less (VAC completed 309 and the OVO completed one); 17% were completed within 31 to 60 days; 10% were completed within 61 to 120 days; and 33% of the requests requiring additional time and effort were completed in 121 days or more. A total of 420 requests were completed within the legislated time frame, an increase of 280 requests as compared with 2012–2013.



IV Extensions

During the reporting period, a total of 297 requests were extended by VAC. Of these, 264 were extended because processing the file within the original timelines would have unreasonably interfered with the Department's operations. The other 33 extensions were due to consultation with other institutions.

The OVO did not apply any extensions during the 2013–2014 reporting period.

V Translation

There were no privacy requests requiring translation during the 2013–2014 reporting period. In comparison, the Department had only one privacy request requiring translation during the 2012–2013 reporting period, and none in 2011–2012.

VI Method of Access

Individuals may obtain the information they have requested in three ways: by receiving copies of the material, by examining the information during an arranged time or by examining and receiving copies of the information. Of the 767 formal requests completed by the Department, 67 were abandoned by the applicant, 48 could not be processed because records did not exist, and in 652 cases the applicants received copies of the material requested (either fully or in part).

Method of access	2011–2012	2012–2013	2013–2014
Copies of material in full or in part	220	228	652
Abandoned by applicant	13	28	67
No records exist	9	16	48
Transferred to another institution	19	0	0
Nothing disclosed (exemption or exclusion)	1	0	0

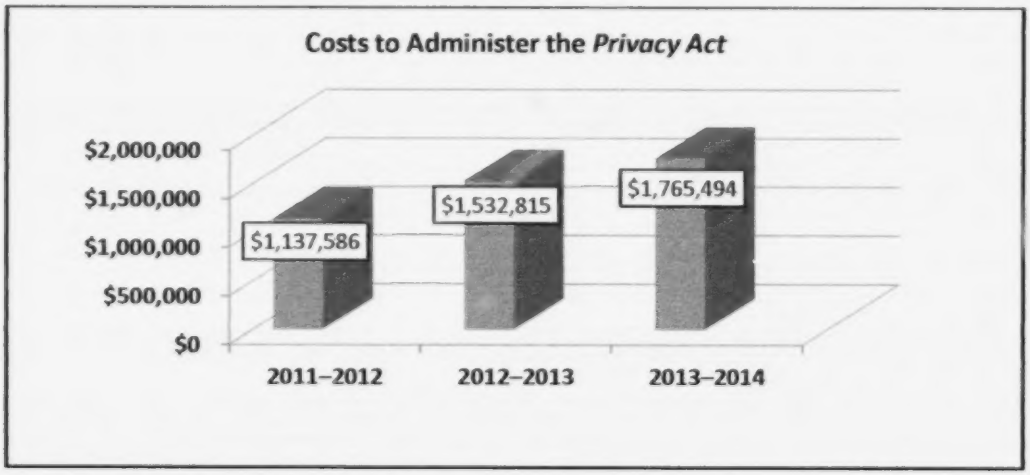
VII Corrections and Notations

Under the *Privacy* Act, individuals are entitled to request correction and notation of their personal information when they believe there is an error or omission therein. VAC received five requests for corrections during the 2013–2014 reporting period, and one correction was carried over from the 2012–2013 fiscal year. One correction was denied because the requester did not provide substantiating documentation and five corrections have been carried forward to be actioned in the 2014–2015 fiscal year.

During this reporting period, the OVO did not receive any requests for corrections.

VIII Costs

The VAC and OVO ATIP Offices spent a combined total of $1,765,494 to administer the *Privacy Act* during the reporting period. Staff salaries accounted for $1,602,328 while costs of Privacy Impact Assessment (PIA) contracts and other professional services contracts amounted to $94,314, and other administrative costs, such as training, travel and supplies, amounted to $68,852. The increased cost during the fiscal year can be linked to the investment VAC made to address the high volume of requests and the backlog. As a result of this investment, the VAC ATIP Office more than doubled its output.



8. Other ATIP Functions

In addition to processing *Access to Information Act* and *Privacy Act* requests, the ATIP Office also handled a variety of requests from within the Department, including the following:

- Analysis and response to policy questions;
- Review of new forms for the collection of personal information;
- Development of appropriate Privacy Notice Statements for new forms;
- Evaluation of contracts and Memoranda of Understanding; and
- Provision of support in preventing, addressing and containing potential privacy breaches.

9. Consultations

VAC received seven requests for consultations from other government institutions and organizations during the 2013–2014 reporting period. A total of six consultations were completed during the 2013–2014 fiscal year, and one consultation has been carried forward into the 2014–2015 fiscal year. Of the cases completed during the 2013–2014 reporting period, all six consultations were sought by other government institutions.

No consultations from other government institutions or other organizations were received by the OVO during the 2013–2014 reporting period.

10. Training and Awareness

During this fiscal year, departmental staff received ATIP-related training through a variety of mediums. Over the course of the year, privacy training was delivered to 898 participants.

Integrated Security / ATIP Training
VAC's mandatory Security Orientation Training, offered to all employees upon entering the organization and then at periodic intervals, highlights

- the Need-to-Know principle;
- the concept of privacy breaches;
- the rules regarding accessing information;
- disciplinary actions resulting from accessing personal information without authorization; and
- a general overview of ATIP legislation and fundamentals.

During the reporting period, a total of 804 participants attended 150 training sessions. At Head Office, 582 employees attended 89 sessions; and in the Area Offices, 222 employees attended 61 sessions.

Privacy Fundamentals Training
Privacy Fundamentals is a self-directed learning program that provides participants with an overview of the fundamental concepts of privacy and personal information management.

Privacy Fundamentals is available to all employees at their desktop computer. In total, 45 participants (of which 25 were OVO staff) confirmed completion of the Privacy Fundamentals Training during the fiscal year.

Manager and Supervisor Orientation Program (MSOP)
The VAC ATIP Office delivered an hour-long session on ATIP principles and best practices during three MSOP courses, with a total of 39 participants.

Audit and Evaluation Management Team
The VAC ATIP Coordinator provided an ATIP training session to 10 participants of the Audit and Evaluation Management Team.

Privacy Corner – Wiki
The Privacy Corner Wiki contains resources available to provide guidance on the interpretation and requirements of the *Access to Information Act* and *Privacy Act*, and acts as a single access point for information and tools with respect to personal information and privacy. The Privacy Corner can be accessed through the departmental intranet site, which is available to all employees. The VAC ATIP Office provides new and updated materials to all VAC staff on a regular basis through the Wiki.

Data Privacy Day
On January 28, 2014, VAC's ATIP Office promoted Data Privacy. ATIP Liaison Officers played an important role in promoting Data Privacy Day by displaying posters within their respective locations, and an article was published on the Privacy Corner Wiki for all departmental staff.

11. Policies, Guidelines and Procedures

VAC made revisions/updates to the following policies and guidelines in the 2013–2014 fiscal year:

- General Privacy Policy and Guidelines – establishes VAC's framework for the collection, creation, management and handling of personal information.

- Privacy Protection Infrastructure – describes the proposed infrastructure that has been developed to ensure that VAC's Privacy Protection Program can achieve its objectives. It also provides a summary of the roles and responsibilities of the key players in the administration of the program.

- Privacy Breach Policy – developed to educate staff on privacy breaches, their roles and responsibilities regarding privacy and, if privacy breaches occur, how they must be handled for effective resolution.

- Privacy Breach Guidelines – the guidelines support the objectives of the Treasury Board of Canada Guidelines for Privacy Breaches and constitutes an important part of VAC's privacy framework.

During the 2013–2014 reporting period, the OVO maintained and monitored its current Access to Information and Privacy policies, guidelines and procedures. A draft Privacy Protection Procedure Manual has been developed.

12. Complaints and Investigations

In 2013–2014, the Privacy Commissioner received 14 VAC-related complaints. Of the 14 complaints received,

- six were related to time limits;
- five were related to denial of access; and
- three were related to use and disclosure of personal information.

VAC had 55 complaints carried over from previous fiscal years, and combined with the 14 received in 2013–2014, there were 69 complaints requiring action. Forty-six complaints received a ruling during the reporting period and 23 have been carried over to 2014–2015. Of the complaints that received a ruling, seven were deemed not well-founded, 36 were ruled as well-founded and three were deemed resolved with no further action necessary. The majority, 63%, were time limit complaints. VAC increased resources and more than doubled output; as a result, new complaints received in 2013–2014 were down from 48 in 2012–2013 to 14 complaints.

No complaints against the OVO were received by the Privacy Commissioner during the 2013–2014 reporting period.

13. Privacy Impact Assessment

In accordance with the Treasury Board Secretariat's Directive on Privacy Impact Assessment, the Department conducts PIAs on new programs, systems or policies, or when substantial modifications are made to an existing program, system or policy, and when services are contracted to another party. The purpose of a PIA is to ensure that privacy implications or risks are appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented. Initiatives are assessed and, when possible privacy concerns are identified, a mitigation strategy is developed to eliminate or lower the risk.

During the 2013–2014 fiscal year, the OVO did not complete any PIAs while VAC submitted nine PIAs to the Office of the Privacy Commissioner (OPC) and Treasury Board Secretariat (TBS). Each completed PIA assessed the respective initiative to identify risks to personal information and implement changes to eliminate or mitigate the risks. The following sections describe the programs and/or initiatives assessed during the fiscal year.

The VAC's PIA summaries can be found at www.veterans.gc.ca/eng/department/reports/pia.

My VAC Account

My VAC Account is a secure online service that allows Veterans and other individuals to communicate with VAC through secure messaging and conduct business with VAC online. This service is designed to give Veterans convenient and secure access to the Department from anywhere, on any day and at any time. VAC will continue to add features to MY VAC Account in the future to make VAC's programs and services even more accessible and convenient.

Departmental Printing and Mailing

The Departmental Printing and Mailing project will enable the Department to send forms and accompanying inserts to Canada Post for printing and mailing, which will improve efficiencies as a result of large volume printing and improved accuracy and processes.

The pilot phase of the Departmental Printing and Mailing project consisted of three VAC client forms being sent to Canada Post for printing and mailing services.

Case Management

Veterans Affairs Canada is mandated to respond to the needs of Veterans and their families. As a component of VAC's service delivery approach, Case Management is the mechanism used to enable Veterans with complex needs, and their families, to achieve mutually agreed upon goals through a collaborative, organized and dynamic process, coordinated by the VAC Case Manager.

Career Transition Services

VAC's Career Transition Services (CTS) Program assists recently released Canadian Armed Forces members (including some categories of Reservists), Veterans and Survivors get practical help finding a job. The CTS program was delivered by a national provider from 2007 until 2012. In December 2012, the contract with the national provider expired and, in January 2013, the service delivery model for this program changed. In January, VAC began processing applications for benefits under this program.

Rehabilitation Services and Vocational Assistance

The Veterans Affairs Canada Rehabilitation Services and Vocational Assistance Program (Rehabilitation Program) is one of a suite of wellness programs designed to help modern-day Veterans and their families make and maintain the transition to civilian life. The VAC Rehabilitation Program offers medical rehabilitation services, psycho-social rehabilitation services, vocational rehabilitation services and vocational assistance services.

War Veterans Allowance
Veterans Affairs Canada's War Veterans Allowance (WVA) program provides financial assistance in the form of a monthly grant payment. Eligibility for the WVA is determined by the wartime service of Veterans or qualified civilians, their age or health, as well as their income and residency. Payment rates are based on income, domestic status and number of dependants.

Outreach and Visitation Initiative
The Long-Term Care and Veterans Independence Programs support eligible Veterans and other individuals who require facility-based care to meet their long-term care needs. The Outreach and Visitation Initiative provides a mechanism by which Veterans Affairs can maintain contact with Veterans residing in long-term care facilities.

Through a service contract, VAC will use the Royal Canadian Legion Dominion Command volunteer network to visit Veterans who are receiving financial assistance from VAC for long-term care. This initiative facilitates face-to-face visits with Veterans, providing them with an opportunity to have a conversation and social visit with a volunteer and to raise concerns or identify needs that might be addressed by VAC.

VAC and HRSDC
VAC and Human Resources and Skills Development Canada (HRSDC) have entered into a Memorandum of Understanding (MOU) to provide the necessary framework for the exchange of personal information relevant to the administration of VAC programs. A PIA was conducted jointly between HRSDC and VAC to identify any privacy concerns and develop mitigation plans. The purpose of the MOU between HRSDC and Veterans Affairs Canada is to enhance and enable the seamless access to benefits available to Veterans. Old Age Security (OAS) and Canada Pension Plan (CPP) applicants' and beneficiaries' information will be shared by HRSDC with VAC to administer the War Veterans Allowance, the Veterans Independence Program, the Long-Term Care Program, the Earnings Loss Benefit and the Canadian Forces Income Support Benefit.

Ste. Anne's Hospital Transfer
It has been a long-standing policy of the Government of Canada to transfer hospitals to the provinces, thereby respecting provincial jurisdiction in matters of heath care. Ste. Anne's Hospital is the last remaining federally owned Veterans hospital. Transferring this institution to the Government of Quebec offers a number of benefits: it takes advantage of Ste. Anne's expertise in geriatrics and psycho-geriatrics, maximizes offers of employment for current staff, and increases provincial hospital space for other non-Veteran patients. The Government of Canada is collaboratively working with the Government of Quebec to transfer Ste. Anne's Hospital.

14. Disclosures Pursuant to Paragraph 8(2)(*m*)

There were no disclosures of personal information pursuant to paragraph 8(2)(*m*) of the *Privacy Act* during the reporting period.

15. Appeals to the Courts

There were no appeals to the courts during the reporting period.

16. Monitoring – Privacy Requests and Requests for Correction

I Veterans Affairs Canada

Using reports produced by a case management software tool, the status of requests is reviewed by ATIP Team Leaders and Managers on a weekly basis to monitor upcoming deadlines. In addition, monthly statistical reports indicating the number of incoming and outgoing privacy requests, as well as the number of requests overdue, are prepared for the ATIP Coordinator.

VAC receives very few requests for correction of personal information each year. Time frames for responding to these requests are monitored informally. Depending on the complexity of the request, officials as high as the ATIP Coordinator may be advised, as well as senior-officer-level officials in the related program area.

II Office of the Veterans Ombudsman

The Office of the Veterans Ombudsman monitors the time taken to process privacy requests and requests for the correction of personal information via a tracking spreadsheet. This tracking spreadsheet is maintained by the ATIP Coordinator and the ATIP Liaison Officer.

17. Privacy Breaches

I Veterans Affairs Canada

During the 2013-2014 fiscal year, 87 breaches impacting 101 individuals were confirmed by VAC. During the reporting period, VAC did not distinguish between material and non-material privacy breaches. VAC treats every breach as a serious matter, and although not mandatory in every case, reports each one to the Office of the Privacy Commissioner (OPC).

The VAC Privacy Breach Policy as well as the Privacy Breach Procedures and Guidelines Manual have been developed to educate staff on privacy breaches, their roles and responsibilities regarding privacy, and how privacy breaches must be handled for effective resolution. An in-depth overview of roles and responsibilities including, but not limited to, Senior Managers, ATIP, Security, Information Technology, Communications and Audit and Evaluation Staff, is provided in the Procedures and Guidelines.

Communication and notification strategies include an escalation process in which all staff are required to report potential privacy breaches to ATIP as soon as possible. The ATIP office

notifies senior management, investigates and notifies the Office of the Privacy Commissioner, and ensures that the affected individuals are notified in writing.

II Office of the Veterans Ombudsman

The Office of the Veterans Ombudsman did not receive any material breaches.

Annex 1: VAC and OVO Delegation Order – *Privacy Act* and Privacy Regulations

Delegation Order - *Privacy Act* and *Privacy Regulations*

The Minister of Veterans Affairs, pursuant to section 73 of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and related regulations set out in the schedule below. This designation replaces all previous delegation orders.

Privacy Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1	**Column 3** Privacy Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4
8(2)(j)	Disclosure for research or statistical purposes	X	X	X		
8(2)(m)	Disclosure in the public interest or in the interest of the individual	X				
8(5)	Notice of disclosure under paragraph 8(2)(m)	X				
9(4)	Consistent uses	X	X	X	X	
10	Personal information banks	X	X	X	X	
14(a)	Notice when access requested	X	X	X	X	
14(b)	Giving access to the record	X	X	X	X	
15	Extension of time limits	X	X	X	X	X
17(2)(b)	Language of access	X	X	X	X	X
17(3)(b)	Access in an alternative format	X	X	X	X	X
18(2)	Exempt banks	X	X	X	X	

19	Information obtained in confidence	X	X	X	X	
20	Federal-provincial affairs	X	X	X	X	
21	International affairs and defence	X	X	X	X	
22	Law enforcement and investigations	X	X	X	X	
23	Security clearances	X	X	X	X	
24	Individuals sentenced for an offence	X	X	X	X	
25	Safety of individuals	X	X	X	X	
26	Information about another individual	X	X	X	X	
27	Solicitor-client privilege	X	X	X	X	
28	Medical records	X	X	X	X	
31	Notice of intention to investigate	X	X	X		
33(2)	Right to make representations	X	X	X	X	
35(1)	Notice of actions to implement recommendations of Commissioner	X	X	X		
35(4)	Access to be given to complainant	X	X	X	X	
36(3)(b)	Notice of actions to implement recommendations of Commissioner concerning exempt banks	X	X	X		
51(2)(b), 51(3)	Special rules for hearings	X	X			
72	Annual report to Parliament	X	X	X		

Privacy Regulations **Provisions and associated descriptions**						
11(2),11 (4)	Notification concerning corrections	X	X	X	X	X
13(1)	Disclosure of personal information relating to physical or mental health	X	X	X		
14	Examination in presence of medical practitioner or psychologist	X	X	X		

The following portion of the Delegation Order applies to records and information that are created, collected, maintained, used and disclosed by the Office of the Veterans Ombudsman.

Position	*Privacy Act*	*Privacy Regulations*
Veterans Ombudsman	Full delegation	Full delegation
Director General of Operation	Full delegation	Full delegation
Legal Advisor	Full delegation	Full delegation
Director of Corporate Services and Charlottetown Operations	Full delegation	Full delegation

Minister of Veterans Affairs

APR 24 2012

Date

Annex 2: Statistical Report on the *Privacy Act* (VAC and OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Privacy Act*

Name of institution: Veterans Affairs Canada

Reporting period: 2013/04/01 to 2014/03/31

PART 1 – Requests under the *Privacy Act*

	Number of Requests
Received during reporting period	654
Outstanding from previous reporting period	292
Total	946
Closed during reporting period	767
Carried over to next reporting period	179

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	53	85	42	26	9	14	40	269
Disclosed in part	26	71	81	44	27	48	86	383
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	18	13	2	2	0	2	11	48
Request abandoned	32	12	4	6	0	7	6	67
Total	129	181	129	78	36	71	143	767

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests
18(2)	0	22(1)(a)(i)	2	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	1	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	2	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	1
19(1)(e)	0	22(2)	0	26	392
19(1)(f)	0	22.1	0	27	4
20	0	22.2	0	28	7
21	2	22.3	0		

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2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
69(1)(a)	0	70(1)(a)	0	70(1)(d)	0
69(1)(b)	0	70(1)(b)	0	70(1)(e)	0
69.1	0	70(1)(c)	0	70(1)(f)	0
				70.1	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	231	38	0
Disclosed in part	239	144	0
Total	470	182	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	31608	21012	269
Disclosed in part	215971	206998	383
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	4451	0	67

2.5.2 Relevant pages processed and disclosed by size of requests

	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
Disposition	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed
All disclosed	217	4319	39	6048	5	1102	8	9543	0	0
Disclosed in part	135	4031	114	25613	57	39525	76	130900	1	6929
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	61	0	2	0	2	0	2	0	0	0
Total	413	8350	155	31661	64	40627	86	140443	1	6929

2.5.3 Other complexities

Disposition	Consultation required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	15	1	0	0	16
Disclosed in part	98	0	0	0	98
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
Total	113	1	0	0	114

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
347	341	5	1	0

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	10	19	29
16 to 30 days	10	17	27
31 to 60 days	11	25	36
61 to 120 days	9	30	39
121 to 180 days	2	28	30
181 to 365 days	14	37	51
More than 365 days	97	38	135
Total	153	194	347

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

PART 3 – Disclosures under subsection 8(2)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Total
5	0	5

PART 4 – Requests for correction of personal information and notations

	Number
Requests for correction received	5
Requests for correction accepted	0
Requests for correction refused	0
Notations attached	0

PART 5 – Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation or conversion
		Section 70	Other	
All disclosed	69	0	7	0
Disclosed in part	182	0	26	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	3	0	0	0
Request abandoned	10	0	0	0
Total	264	0	33	0

5.2 Length of extensions

Length of extensions	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation purposes
		Section 70	Other	
1 to 15 days	0	0	0	0
16 to 30 days	264	0	33	0
Total	264	0	33	0

PART 6 – Consultations received from other institutions and organizations

6.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	7	174	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	7	174	0	0
Closed during the reporting period	6	153	0	0
Pending at the end of the reporting period	1	21	0	0

6.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	5	0	0	0	0	0	0	5
Disclose in part	1	0	0	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	6	0	0	0	0	0	0	6

6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

PART 7 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
Total	0	0

PART 8 – Resources related to the *Privacy Act*

8.1 Costs

Expenditures		Amount
Salaries		$1,514,504
Overtime		$87,824
Goods and Services		$163,166
• Contracts for privacy impact assessments	$71,622	
• Professional services contracts	$22,692	
• Other	$68,852	
Total		**$1,765,494**

8.2 Human Resources

Resources	Dedicated full-time	Dedicated part-time	Total
Full-time employees	18.86	0.00	18.86
Part-time and casual employees	2.14	0.00	2.14
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.07	0.00	0.07
Students	1.58	0.00	1.58
Total	22.65	0.00	22.65

Appendix A

Previously released ATI package released informally

Institution	Number of informal releases of previously released ATI packages
Veterans Affairs Canada	61

Completed Privacy Impact Assessments (PIAs)

Institution	Number of Completed PIAs
Veterans Affairs Canada	9

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	2	68	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	1	712	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	2	68	0	0	1	712	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Annex 3: Statistical Report on the *Privacy Act* (OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Privacy Act*

Name of institution: Office of the Veterans Ombudsman

Reporting period: 2013/04/01 to 2014/03/31

PART 1 – Requests under the *Privacy Act*

	Number of Requests
Received during reporting period	1
Outstanding from previous reporting period	0
Total	1
Closed during reporting period	1
Carried over to next reporting period	0

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	1	0	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	1

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	0
19(1)(f)	0	22.1	0	27	0
20	0	22.2	0	28	0
21	0	22.3	0		

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
69(1)(a)	0	70(1)(a)	0	70(1)(d)	0
69(1)(b)	0	70(1)(b)	0	70(1)(e)	0
69.1	0	70(1)(c)	0	70(1)(f)	0
				70.1	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	1	0	0
Disclosed in part	0	0	0
Total	1	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	59	45	0
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
Disposition	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed
All disclosed	1	45	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	0	0	0	0	0	0	0	0	0	0
Total	1	45	0	0	0	0	0	0	0	0

2.5.3 Other complexities

Disposition	Consultation required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	1	0	0	1
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
Total	0	1	0	0	1

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

PART 3 – Disclosures under subsection 8(2)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Total
0	0	0

PART 4 – Requests for correction of personal information and notations

	Number
Requests for correction received	0
Requests for correction accepted	0
Requests for correction refused	0
Notations attached	0

PART 5 – Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation or conversion
		Section 70	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

5.2 Length of extensions

Length of extensions	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation purposes
		Section 70	Other	
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
Total	0	0	0	0

PART 6 – Consultations received from other institutions and organizations

6.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Pending at the end of the reporting period	0	0	0	0

6.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

PART 7 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
Total	0	0

PART 8 – Resources related to the *Privacy Act*

8.1 Costs

Expenditures		Amount
Salaries		$257
Overtime		$0
Goods and Services		$0
• Contracts for privacy impact assessments	$0	
• Professional services contracts	$0	
• Other	$0	
Total		**$257**

8.2 Human Resources

Resources	Dedicated full-time	Dedicated part-time	Total
Full-time employees	0.04	0.00	0.04
Part-time and casual employees	0.00	0.00	0.00
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	0.00	0.00
Students	0.00	0.00	0.00
Total	0.04	0.00	0.04

Appendix A

Previously released ATI package released informally

Institution	Number of informal releases of previously released ATI packages
Office of the Veterans Ombudsman	0

Completed Privacy Impact Assessments (PIAs)

Institution	Number of Completed PIAs
Office of the Veterans Ombudsman	0

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Annex 4: Five-Year Statistical Analysis (VAC and OVO)

	2009–2010	2010–2011	2011–2012	2012–2013	2013–2014	Variance 2013–2014 and 2012–2013
Requests received	172	340	341	391	654	67%
Requests carried forward from prior year	17	15	94	173	292	69%
Total requests requiring action	189	355	435	564	946	68%
Completed requests	174	259	262	272	767	182%
Requests carried forward to next year	15	94	173	292	179	-39%
Completed in 30 days or less	154	177	108	109	310	184%
Exemptions invoked	125	170	157	116	411	254%
Pages released	85,221	88,823	65,266	62,667	228,010	264%
***Privacy Act*— Total costs of administration**	$684,735	$1,164,723	$1,137,586	$1,532,815	$1,765,494	15% (or +$232,679)
FTEs	10.14	13.71	16.79	20.46	22.65	11% or +2.19
Complaints received	3	9	32	48	14	-71%
Complaints ruled on	5	4	17	15	46	207%
PIAs completed	6	0	0	8	9	13%